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Dear Sir / Madam,

This letter is in regard to a Customer Number Upload (CN Upload) spreadsheet that was received by the USPTO with the following information:

Date received: 4/8/04
Customer number: 27189
Signed by: Patric J. Rawlins
Registration number: 47887

We are sending this notice to notify you of the status of your CN Upload spreadsheet. Please note, two steps must be met to successfully complete the CN Upload process.

Step 1: Confirmation of Signatory Authority for Spreadsheet Cover Letter

The individual(s) who signed the cover letter must be the applicant(s) or Attorney(s)/Agent(s) of record for the application.

The attached MS Excel spreadsheet lists all of the applications that were submitted. Those serial numbers that contain a 'NO' in the 'POA Okay' column were not processed. The Attorney(s)/Agent(s) who signed the cover letter are not listed in our database as having Power of Attorney for the listed applications or there was an error in the application/patent number.

Remedy for those Applications for which Step 1 was not Successfully Completed

To correct the application submissions that did not successfully meet the criteria in Step 1, and so were not processed, associate those applications by submitting a new spreadsheet and cover letter with the appropriate attorney registration numbers and signatures. Instructions and a spreadsheet template are located at <http://www.uspto.gov/ebc/downloads.html> under Customer Number Update Template.

In the case of applications where you do not have Power of Attorney, please fill out and complete the proper Power of Attorney form SB81/82 and fax it to the USPTO centralized fax number of 703-872-9306 prior to submitting your spreadsheet. Please review OG Notice May 26th 2004, Revision of Power of Attorney and Assignment Practice for further information. <http://www.uspto.gov/web/offices/com/sol/notices/69fr29865.pdf>

Also verify that the serial numbers entered are the correct numbers.

Step 2: Invalid serial number(s) - pending application and/or patent numbers

An invalid serial number was entered in the spreadsheet. This is indicated by a "YES" in the Mismatch column.

Remedy for those Applications for which Step 2 was not Successfully Completed

Ensure that the serial numbers entered meet the spreadsheet requirements (see Customer Number Upload Template). http://www.uspto.gov/ebc/documents/cust_reg_instructions.xls

Questions?

If you have any questions about this email or any of our Patent Business e-government tools or systems, please do not hesitate to contact the Patent Electronic Business Center at 866-217-9197.

Regards,

USPTO
Patent Electronic Business Center
1-866-217-9197 / 703-305-3028

Patent

REVOCATION AND GRANT OF POWER OF ATTORNEY

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450.

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Sir:

eHelp Corporation, assignee of the patent application below, hereby revokes all previous powers of attorney or authorizations of agent and appoints as its attorneys and/or agents, with full power of substitution and revocation, to prosecute this patent and patent application and transact all business in the United States Patent and Trademark Office, and in countries other than the United States, and to do all things necessary or appropriate therefor before any competent international authorities in connection with any international patent applications corresponding to this patent and patent application. Patric J. Rawlins Reg. No. 47,887; Harris F. Brouman, Reg. No. 35,461; Kamwah Li, Reg. No. 34,211; Troy M. Schneider, Reg. No. 36,667; Stephen C. Beuerle, Reg. No. 38,380; Anthony Dain, Reg. No. 46,651; and John S. Kyle, Reg. No. 48,318.

- 1) Application Number 09/805,417 filed March 13, 2001

Please direct all correspondence to the attention of:



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PROCOPIO, CORY, HARGREAVES & SAVITCH LLP
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The undersigned is authorized to sign this document on behalf of eHelp Corporation.

Respectfully submitted,
eHelp Corporation

Dated: June 30, 2003

By:

Carolyn Whitehouse
Carolyn Whitehouse
Title: Senior Agent Manager

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